



Bid Notice Abstract

Request for Quotation (RFQ)

Reference Number 10937717
Procuring Entity DEPARTMENT OF TOURISM - NCR
Title INTERNET SERVICE PROVIDER for DOT-NCR
Area of Delivery Metro Manila

Solicitation Number:	NCR-2024-06-029	Status	Pending
Trade Agreement:	Implementing Rules and Regulations	Associated Components	1
Procurement Mode:	Negotiated Procurement - Small Value Procurement (Sec. 53.9)	Bid Supplements	0
Classification:	Goods	Document Request List	0
Category:	Internet Services	Date Published	09/06/2024
Approved Budget for the Contract:	PHP 241,920.00	Last Updated / Time	08/06/2024 16:19 PM
Delivery Period:	1 Year/s	Closing Date / Time	13/06/2024 08:00 AM
Client Agency:			
Contact Person:	Lawrence Jacosalem Alcantara Supply Officer 7840 Makati Avenue, Brgy. Poblacion Makati City Metro Manila Philippines 63-8-4595200 Ext.212 63-8-5533530 dotncr.bac@tourism.gov.ph		

Description

I. BRIEF BACKGROUND :

The Department of Tourism-National Capital Region (DOT-NCR) transferred to its new office location in Poblacion, Makati City. The regional office's day-to-day operations require the smooth flow of information from, to, and within the different operating units and to or from several clientele. Taking into consideration the speed, quality, and redundant links to access the online system for both DOT operating units and clientele with minimum downtime or no downtime at all which is necessary for today's age of information technology. Further, internet connectivity facilitates seamless communication channels within the office and with external stakeholders. Internet is essential for the day-to-day operations in the Regional Office to be able to provide various government services smoothly, communicate effectively with its stakeholders, and deliver online services and manage data efficiently.

II. SCOPE OF SERVICES:

A. INTERNET SERVICE PROVIDER

1. Provide one (1) 20 Mbps DIA internet connection to DOT-NCR that is stable and reliable for a nationwide coverage. Should be fiber to fiber (end to end point) with no copper in between or inserts.
2. Provide SLA of 99.5% to support critical work requirement of Office daily operations.
3. Provide Ticketing System for every technical issue that will be reported;
4. Provide diagnostic reports and updates in case of connection failure;
5. Provide access to MRTG tool for monitoring of link quality and bandwidth utilization;
6. Provide IPv6 ready and/or compliant connection;
7. Provide 24x7 support services;
8. Enter into a Service Level Agreement (SLA) which includes parameters of rebates for non-performance, etc.

B. TECHNICAL REQUIREMENTS:

1. Prospected Bidders must submit detailed work plan specifying installation design, detailed activities and connectivity diagram. Prospected Bidders are required to conduct site inspection.
2. The technical requirements are the following but not limited to these :
 - i. Dedicated leased line connection or 1th a CIR of one (1) 20 Mbps bandwidth from Mbps Direct Internet Connection
 - ii. Provision, installation and configuration of router for one (1) 20 Mbps bandwidth for direct internet connection.
 - iii. Provide modem, media convenes or similar devices to attain physical connection from DOT-NCR router to the ISP and to the Internet.
 - iv. Provide a High Availability, failover/redundancy link (ActiveActive) to avoid DOT- NCR Internet downtime
 - v. Testing of High Availability, failover/redundancy link (ActiveActive)
 - vi. Provide a Full Class C of public IP address that will be used in peering
 - vii. Provide Domain Name Server (DNS) reverse lookup for entries with the assigned
 - viii. classless network.
 - ix. Provide reliable Forwarding and Secondary DNS.

- x. Registration/relocation/ transfer of the existing DOT-NCR Domain Name to gov.ph
- xi. Assessment, Reconfiguration and fine tuning of DOT-NCR DNS servers Configuration of DNS sub-domain names.
- xii. Designing and implementation of an IP addressing schemes or sub-netting for official/valid IP addresses and unofficial/private IP addresses.
- xiii. Configuration of private IP workstations to avail unlimited Internet access/services such as surfing, e-mail, and other Internet services via DHCP and proxy.
- xiv. The ISP/Telco must not be an existing internet service provider of the DOT-NCR as to prevent single point of failure, in case of ISP/Telco breakdown.

3. Provide DOT-NCR a network to the Internet, 24hrs x 7 days a week unlimited access to the Internet.

C. EXPECTED DELIVERABLES/OUTPUTS:

- 1. Inception Report, which will include work plan
- 2. Full one (1) 20Mbps digital leased line connection
- 3. Fully configured Modem supporting one (1) 20Mbps DIA Internet connection
- 4. Full classed C IP Addresses
- 5. Registration of Fully Qualified Domain Name visible from the Internet

D. ACTUAL INSTALLATION

- 1. Provide internet connectivity directly to DOT NCR, including materials needed for the purpose. This includes provision for the installation of cables/insulation Using Industry standard, materials and best practices.
- 2. Complete the delivery, installation and configuration immediately upon receipt of the Notice to Proceed (NTP).

E. CONFIGURATION

- 1. Configure modem, media converter or similar devices for dedicated direct internet speed connection;
- 2. Configure router to the equivalent direct Internet connection speed and to support two links for redundancy/fail over;
- 3. Configure backup router, if any.
- 4. Provide DNS reverse lookup for entries with the assigned IP addresses; and,
- 5. Provide reliable Forwarding and Secondary DNS.

F. IMPLEMENTATION

- 1. Shall maintain all equipment in proper working order.
- 2. Provide an escalation list and procedure in reporting fault and outages.
- 3. Must immediately advise DOT NCR any downtime occurrence or it any case the internet rerouted to a backup link.
- 4. Must have standby equipment to replace immediately the existing equipment used once found defective

G. REBATES

- 1. Provide industry standard Service Level Agreement (SLA) which shall carry a corresponding "Performance Credit" or rebate in favor of DOT-NCR+ should any of IN committed parameters mentioned below are not met.
- 2. Should be able to render the following services:
 - i. Availability - Provide 99.5% link uptime in a month.
 - 3. Render 24 hours x 7 days customer service support
 - i. Support response time, i.e., 30 minutes for emergency tickets for the following categories:
 - Link connection is down
 - Packet loss, variation in latency
 - Routing issue
 - ii. Four (4) hours response time for technical problem that requires on-site services
 - 4. Rebate Schedule for Downtime Connection Interruption/outage
 - i. If the interruption is attributable to the ISP, as acknowledged by the ISP's Network Operation Center, the ISP shall voluntarily make the appropriate "Performance Credit" or rebate to DOT NCR without the need to report or claim on the outage. The credit allowance/rebate shall be applied to the next billing month. Credit for Interruptions to service will be allowed as follows: The prospective bidder must fill up the necessary Credit equivalent for each Length of Interruption.

H. MAINTENANCE

- 1. Shall respond to request for maintenance.
- 2. Provide not less than 7 days proactive notice of scheduled downtimes, service interruption, upgrades or preventive maintenance, if any;
- 3. Submit monthly subscription bill to DOT NCR and other documents required for payment.

SUMMARY

Item Description Duration Monthly Recurring Rate Amount

New dedicated internet bandwidth of 20Mbps DIA for DOT NCR 12 Months Php 20,160.00 Php 241,920

III. DURATION OF THE SERVICES

June 2024-May 2025 (12 months)

IV. TERMS OF PAYMENT

The Internet Service Provider may be paid on a monthly or quarterly basis as may be proposed by the prospective Internet Service Provider. This is subject to the acceptance of Department of Tourism - NCR of the services provided and the required documents such billing statement.

V. DOCUMENTARY REQUIREMENTS TO BE SUBMITTED:

- Valid Mayor's Business Permit
- PHILGEPS Membership
- Registration certificate from Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI) for sole proprietorship, or Cooperative Development Authority CDA for cooperatives or its equivalent document,
- Tax clearance per E.O. No. 398, s. 2005, as finally reviewed and approved by the Bureau of Internal Revenue (BIR).
- Duly Notarized Omnibus Sworn Statement

Approved Budget for the Contract (ABC):

Php 241,920.00

Pesos : Two Hundred Forty One Thousand Nine Hundred Twenty Only

* inclusive of all applicable taxes, EVAT/VAT/government taxes/service charge/and other applicable taxes and charges net upon completion of the project and delivery of all requirements as agreed upon.

Government procedure and subject to appropriate government taxes

Contact Persons:

OLIVIA NICO C. MANITI - ocmaniti@tourism.gov.ph
- 0995-160-7949

Other Information

Please quote your lowest price for the above requirements and submit your quotation along with documentary requirements VIA PERSONAL SERVICE AND/ OR COURIER in three (3) original sets IN A SEALED ENVELOPE to this office address:

DOT NCR BAC SECRETARIAT

Mr. Lawrence J. Alcantara – Head, NCR BAC Secretariat
7840 Makati Avenue, Brgy. Poblacion, Makati City
Note: Deadline of submission is on June 13, 2024 at 8:00am

Created by Lawrence Jacosalem Alcantara
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